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ABSTRACT

Work study students at Northland Pioneer College's Learning Resource Centers in Arizona are required to take a one-unit class entitled Learning Resource Center Survival Skills. Students who successfully complete the course will have mastered 18 skills needed to perform their duties at the resource centers. Assignment of a grade for this course depends in part on satisfactory performance of assigned tasks, and this helps promote accountability. Skills covered in the course range from shelving materials using the Library of Congress system, printing out search strategies using the NEWSBANK computerized data bank, and sending and retrieving messages on the college's voice mail system. Because of the success of the program, it is being extended to work study students located at the college's resource centers in nine other communities in rurally isolated Navajo and Apache Counties in northeastern Arizona. (KRN)

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TRAINING LIBRARY WORK STUDY STUDENTS FOR ACADEMIC CREDIT: A WAY TO ADDRESS THE ACCOUNTABILITY FACTOR

by

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TRAINING LIBRARY WORK STUDY STUDENTS FOR ACADEMIC CREDIT:
A WAY TO ADDRESS THE ACCOUNTABILITY FACTOR

The Department of Library/Media Technology at Northland Pioneer College has been charged with developing both long term and short term workshops for continuing education for library personnel in rurally isolated Navajo and Apache Counties in Northeastern Arizona. A wide variety of workshops have been developed to address these needs.

One need that has cropped up is a need to train new and existing college workstudy students working in the Learning Resource Centers at Northland Pioneer College. It was decided to use one location as an experiment. Work study students working in the Holbrook or Painted Desert Campus Learning Resource Center are required to sign up for a one unit class called LIB 199 - LRC Survival Skills. It is taught by a senior Learning Resource Center staff member. The course is also open to other interested individuals who are not working in the learning resource center as student assistants or work study students. When students are enrolled in a course, the accountability factor is addressed to some extent if the students want a good grade. Short exercises can be developed to measure the student's progress throughout the semester. A seminar approach is used. Students meet once a week to discuss their individual course needs with the instructor and other students. An excellent avenue of communication is opened up when this is done. The elements that are taught are those that are needed to work successfully within the Holbrook Center or Painted Desert

Learning Resource Center environment at Northland Pioneer College.

As a result of successfully completing this course, the student will be able to:

* shelve materials using the Library of Congress classification system
* check in periodicals and newspapers using appropriate learning resource center records
* enter desk copy records in the AppleWorks data-base thereby helping to maintain the learning resource center's vast collection of desk copies checked out to faculty members teaching courses
* check out library materials using the existing manual check out system, and on line system when it is up and running
* check in library materials using the existing manual check out system, and on line system when it is up and running
* print out search strategies using the NEWSBANK computerized data bank.
* print out hard copies using microfilm reader-printer equipment using NEWSBANK microfiche
* find entries on the COM catalog using subjects, authors, and titles.
* find materials on the shelves using appropriate Library of Congress classification numbers
* complete appropriate inter-library loan forms to order library materials not available in the learning resource center
* use appropriate etiquette when dealing with patrons either in person or by telephone
* send and retrieve messages using the college voice mail system
* successfully send and receive fax messages

* retrieve information using encyclopedias, dictionaries, periodical indexes and almanacs

* compile relevant bibliographies for patron use using the best source materials available

* check out audio-visual material material as needed

* check in audio-visual material as needed

* assist patrons in the use of audio-visual equipment as requested

Role playing is set up using actual questions received by the reference staff. Actual situations are gleaned from past experiences with reference to telephone etiquette, voice messaging, the use and abuse of audio-visual equipment and software, the COM catalog and NEWSBANK hardware and software. Grading is based on the student's in-class participation as well as how well he performs the tasks that are assigned to him.

Because of their staggered work schedules, work study students rarely see one another except in class situations. The class discussions and interaction among students have been invaluable. Since the letter grade assigned to each student is directly related to his overall grade point average, better accountability is assured.

Northland Pioneer College operates nine other learning resource centers in nine other communities. Based on the success of this course in the Holbrook or Painted Desert Campus Learning Resource Center, similar courses will be designed for workstudy students working in other Northland Pioneer College Learning Resource Centers. The class

content for each location may vary somewhat, because each of the other learning resource centers has district-wide responsibilities in our decentralized operation. Learning Resource Center staff in Winslow, for example, handle all government document requests from throughout the district because the selected government depository is located in Winslow. Learning Resource Center personnel in Show Low handle all Infotrack requests for the entire district. Infotrack is a CD-ROM based periodical index.